


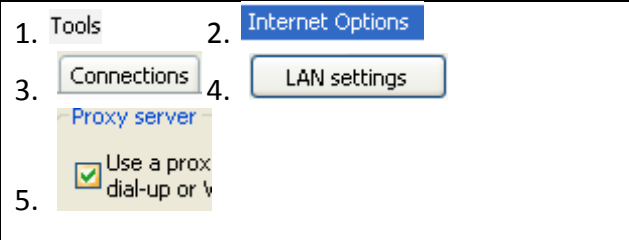

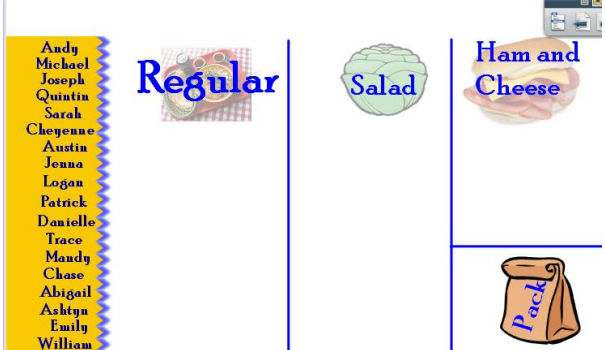




Troubleshooting and/or Issues	Comments
<p><b><u>Sound</u></b></p> <p>Problem: No sound coming from speakers</p> <p>Resolution: (1) Cable goes into the “headset” icon and not the microphone; (2) speaker on newer boards needs to be on and volume turned up</p>	
<p><b><u>Interactive WhiteBoards (IWBs)</u></b></p> <p>Two models in the district</p> <p>100 series: no sound/speakers; need external speakers</p> <p>300 Pro: built-in speakers; controls behind, usually left side speaker area</p>	<div data-bbox="865 541 1068 758">  </div> <p>100</p> <div data-bbox="1084 541 1425 758">  </div> <p>300</p>
<p><b><u>Mounted Projectors</u></b></p> <p>Problem: Remote doesn't seem to be working</p> <p>Resolution: (1) Be sure batteries are in remote, and if so, try a new set of batteries; (2) Be sure projector plugged in</p> <p>Problem: The projected image doesn't fully fit on the screen</p> <p>Resolution: AutoAdjust on the remote</p> <p>Problem: How can I “hide” what is being projected without turning off projector?</p> <p>Resolution: Button will vary but will be similar to “AV-Mute”; “Pic-Mute”; “No Show”</p>	

Troubleshooting	Comments
<p><b><u>The “ActivManager”</u></b></p> <p>Problem: There is a red “X” through the ActivManager icon in lower right corner of computer screen </p> <p>Resolution: (1) Be sure all cables are hooked up properly to computer; (2) USB cable should be plugged into same USB port each time [may need to ask teacher which port used originally]; (3) Remove USB cable and plug back in; (4) Shut down computer and restart; (5) Contact Wayne Topper</p>	
<p><b><u>Who to Contact in Tech Department</u></b></p> <p>Contact ONLY after all else has failed</p> <ul style="list-style-type: none"> <li>• Angie McWilliams: Software; training</li> <li>• Dominic Paper: Network, email, servers (try building level before contacting Dom—he is your absolute last resort)</li> <li>• Matthew Jacobs: Elementary tech; AV backup</li> <li>• Michael Parks: High school and Intermediate school tech</li> <li>• Travis Hoban: High school tech; Global Connect/phones; network</li> <li>• Wayne Topper: AV/Promethean</li> </ul>	
<p><b><u>Internet</u></b></p> <p>Problem: Can’t access Internet on laptop</p> <p>Resolution: (1) Be sure wireless button is in on position on laptop (2) Be sure proper settings in Internet Explorer</p>	

Troubleshooting	Comments
<p><b><u>Lunch Counts</u></b></p> <ul style="list-style-type: none"> <li>• Done in ActivInspire</li> <li>• Recommended teacher have the file saved on desktop so you only have to double click on the file</li> <li>• File will open into ActivInspire</li> <li>• Students drag their name to appropriate spot</li> <li>• When finished click the reset page icon </li> </ul>	
<p><b><u>Discovery Education Videos</u></b></p> <p>Hopefully, teacher will have a link for the video or provide the log-in information at Discovery Education</p> <p>If within a “flipchart”, may have video embedded</p> <p>Problem: How do I play the video embedded into a Flipchart?</p> <p>Resolution: Be sure the “snowflake” at top right is blue;  click video image</p>	<p><a href="http://player.discoveryeducation.com/index.cfm?guidAssetId=28CB6154-6DA4-42A2-AD83-96D57DBB226F">http://player.discoveryeducation.com/index.cfm?guidAssetId=28CB6154-6DA4-42A2-AD83-96D57DBB226F</a></p> 
<p><b><u>Calibrate IWB</u></b></p> <p>Problem: The pen works but the tip of the pen doesn’t “match up” with “the click”</p> <p>Resolution: IWB needs to be calibrated</p> <ol style="list-style-type: none"> <li>1. Position pen over flame in upper left (not touching)</li> <li>2. Message will appear to click the five crosses beginning in upper left</li> </ol>	